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Global Learning for Operational Leaders



COMMUNICATION AND WRITING SKILLS | CWS-040

Inclusive and Accessible Communication

Contact

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Address

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Course content

Why Attend

Organisations communicate with people of different ages, cultures, abilities, languages and backgrounds. Communication that unintentionally excludes, stereotypes or creates barriers damages trust, limits participation and may breach legal and regulatory duties. Inclusive and accessible communication, by contrast, reaches more people and reflects the organisation's values.

This Inclusive and Accessible Communication training course helps participants communicate in ways that respect and include everyone. Participants learn the principles of inclusive language, how to avoid bias and stereotypes, how to make written, digital and visual content accessible to people with disabilities, how to communicate across cultures and language levels, and how to run inclusive meetings and events.

Course Methodology

• The course uses practical examples, before-and-after rewrites and accessibility checks. Participants review sample documents, web pages and images, rewrite content using inclusive and plain language, test documents with accessibility tools and plan an inclusive event. Discussions are respectful and draw on diverse perspectives.

Course Objectives

• Explain why inclusive and accessible communication matters

• Use inclusive language for gender, age, disability, ethnicity and culture

• Recognise and avoid bias and stereotypes in content and images

• Apply accessibility principles to documents and digital content

• Write in plain language for diverse readers

• Communicate effectively across cultures and language levels

Target Audience

• Communications and marketing professionals

• HR, diversity and inclusion professionals

• Managers and team leaders

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Course content

• Content creators and web editors

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Course outline

Detailed course outline

Day-by-day outline for Inclusive and Accessible Communication.

Day 1 - Why Inclusion in Communication Matters

- 09:00-09:34 | The business, ethical and legal case for inclusive communication
- 09:34-10:08 | How exclusion happens through words, images and formats
- 10:08-10:42 | Understanding diverse audiences and their needs
- 10:42-11:00 | Unconscious bias and its effect on communication
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Unconscious bias and its effect on communication (continued)
- 11:46-12:20 | Accessibility duties and standards in overview
- 12:20-12:53 | Examples of inclusive and exclusionary communication
- 12:53-14:00 | Exercise: reviewing sample content for inclusion

Day 2 - Inclusive Language

- 09:00-09:34 | Gender-inclusive language and pronoun respect
- 09:34-10:08 | Language about disability and health conditions
- 10:08-10:42 | Language about age, ethnicity, religion and culture
- 10:42-11:00 | Avoiding stereotypes and assumptions in examples
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Avoiding stereotypes and assumptions in examples (continued)
- 11:46-12:20 | Choosing inclusive images and representation
- 12:20-12:53 | Handling mistakes and evolving terminology
- 12:53-14:00 | Workshop: rewriting content with inclusive language

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Day 3 - Accessible Documents and Digital Content

• 09:00-10:00 | Principles of accessible design for all users

• 10:00-10:30 | Headings, structure and readable formatting

• 10:30-11:00 | Colour contrast, fonts and visual clarity

• 11:00-11:30 | Coffee break

• 11:30-12:00 | Alternative text for images and charts

• 12:00-12:30 | Accessible presentations, PDFs and spreadsheets

• 12:30-13:00 | Captions, transcripts and accessible video

• 13:00-14:00 | Exercise: testing and fixing an inaccessible document

Day 4 - Plain Language and Cultural Communication

• 09:00-09:34 | Writing for readers with different literacy levels

• 09:34-10:08 | Communicating with non-native speakers clearly

• 10:08-10:42 | Easy read formats and when to use them

• 10:42-11:00 | Cultural differences in communication styles

• 11:00-11:30 | Coffee break

• 11:30-11:46 | Cultural differences in communication styles (continued)

• 11:46-12:20 | Translation and interpretation considerations

• 12:20-12:53 | Checking understanding without patronising

• 12:53-14:00 | Workshop: simplifying a complex document

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Day-by-day outline for Inclusive and Accessible Communication.

Day 5 - Inclusive Meetings, Events and Continuous Improvement

- 09:00-09:34 | Planning accessible venues and virtual events
- 09:34-10:08 | Running meetings where everyone can contribute
- 10:08-10:42 | Reasonable adjustments and asking about needs
- 10:42-11:00 | Gathering feedback from diverse audiences
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Gathering feedback from diverse audiences (continued)
- 11:46-12:53 | Building inclusive communication guidelines
- 12:53-13:27 | Reviewing organisational communication regularly
- 13:27-14:00 | Personal action plan for inclusive communication

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Seminar dates

Available seminar dates

Live dates and pricing for Inclusive and Accessible Communication generated from the course details page.

Date	Location	Format	Fee
7 - 11 December 2026	London	Classroom	**€2,915**
14 - 18 December 2026	Barcelona	Classroom	**€2,275**
21 - 25 December 2026	Frankfurt	Classroom	**€2,175**
11 - 15 January 2027	London	Classroom	**€2,915**
18 - 22 January 2027	Barcelona	Classroom	**€2,275**
25 - 29 January 2027	Frankfurt	Classroom	**€2,175**
4 - 8 January 2027	Vienna	Classroom	**€3,425**
15 - 19 February 2027	London	Classroom	**€2,915**
22 - 26 February 2027	Barcelona	Classroom	**€2,275**
1 - 5 February 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

Available seminar dates

Live dates and pricing for Inclusive and Accessible Communication generated from the course details page.

Date	Location	Format	Fee
8 - 12 February 2027	Amsterdam	Classroom	**€3,215**
22 - 26 March 2027	London	Classroom	**€2,915**
1 - 5 March 2027	Barcelona	Classroom	**€2,275**
8 - 12 March 2027	Frankfurt	Classroom	**€2,175**
15 - 19 March 2027	Cape Town	Classroom	**€1,825**
5 - 9 April 2027	London	Classroom	**€2,915**
12 - 16 April 2027	Barcelona	Classroom	**€2,275**
19 - 23 April 2027	Frankfurt	Classroom	**€2,175**
26 - 30 April 2027	Dubai	Classroom	**€2,845**
10 - 14 May 2027	London	Classroom	**€2,915**

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Seminar dates

Available seminar dates

Live dates and pricing for Inclusive and Accessible Communication generated from the course details page.

Date	Location	Format	Fee
17 - 21 May 2027	Barcelona	Classroom	**€2,275**
24 - 28 May 2027	Frankfurt	Classroom	**€2,175**
3 - 7 May 2027	Geneva	Classroom	**€3,315**
7 - 11 June 2027	London	Classroom	**€2,915**
14 - 18 June 2027	Barcelona	Classroom	**€2,275**
21 - 25 June 2027	Frankfurt	Classroom	**€2,175**
26 - 30 July 2027	London	Classroom	**€2,915**
5 - 9 July 2027	Barcelona	Classroom	**€2,275**
12 - 16 July 2027	Frankfurt	Classroom	**€2,175**
19 - 23 July 2027	Kuala lumpur	Classroom	**€2,425**

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Seminar dates

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Live dates and pricing for Inclusive and Accessible Communication generated from the course details page.

Date	Location	Format	Fee
2 - 6 August 2027	London	Classroom	**€2,915**
9 - 13 August 2027	Barcelona	Classroom	**€2,275**
16 - 20 August 2027	Frankfurt	Classroom	**€2,175**
23 - 27 August 2027	Madrid	Classroom	**€3,400**
6 - 10 September 2027	London	Classroom	**€2,915**
13 - 17 September 2027	Barcelona	Classroom	**€2,275**
20 - 24 September 2027	Frankfurt	Classroom	**€2,175**
18 - 22 October 2027	London	Classroom	**€2,915**
25 - 29 October 2027	Barcelona	Classroom	**€2,275**
4 - 8 October 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

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Date	Location	Format	Fee
11 - 15 October 2027	Paris	Classroom	**€2,810**
22 - 26 November 2027	London	Classroom	**€2,915**
1 - 5 November 2027	Barcelona	Classroom	**€2,275**
8 - 12 November 2027	Frankfurt	Classroom	**€2,175**
15 - 19 November 2027	Rome	Classroom	**€2,830**
6 - 10 December 2027	London	Classroom	**€2,915**
13 - 17 December 2027	Barcelona	Classroom	**€2,275**
20 - 24 December 2027	Frankfurt	Classroom	**€2,175**
27 - 31 December 2027	Vienna	Classroom	**€3,425**
7 - 11 December 2026	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
14 - 18 December 2026	Online / Live	Online / Live	**€1,625**
21 - 25 December 2026	Online / Live	Online / Live	**€1,625**
11 - 15 January 2027	Online / Live	Online / Live	**€1,625**
18 - 22 January 2027	Online / Live	Online / Live	**€1,625**
25 - 29 January 2027	Online / Live	Online / Live	**€1,625**
4 - 8 January 2027	Online / Live	Online / Live	**€1,625**
15 - 19 February 2027	Online / Live	Online / Live	**€1,625**
22 - 26 February 2027	Online / Live	Online / Live	**€1,625**
1 - 5 February 2027	Online / Live	Online / Live	**€1,625**
8 - 12 February 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
22 - 26 March 2027	Online / Live	Online / Live	**€1,625**
1 - 5 March 2027	Online / Live	Online / Live	**€1,625**
8 - 12 March 2027	Online / Live	Online / Live	**€1,625**
15 - 19 March 2027	Online / Live	Online / Live	**€1,625**
5 - 9 April 2027	Online / Live	Online / Live	**€1,625**
12 - 16 April 2027	Online / Live	Online / Live	**€1,625**
19 - 23 April 2027	Online / Live	Online / Live	**€1,625**
26 - 30 April 2027	Online / Live	Online / Live	**€1,625**
10 - 14 May 2027	Online / Live	Online / Live	**€1,625**
17 - 21 May 2027	Online / Live	Online / Live	**€1,625**

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24 - 28 May 2027	Online / Live	Online / Live	**€1,625**
3 - 7 May 2027	Online / Live	Online / Live	**€1,625**
7 - 11 June 2027	Online / Live	Online / Live	**€1,625**
14 - 18 June 2027	Online / Live	Online / Live	**€1,625**
21 - 25 June 2027	Online / Live	Online / Live	**€1,625**
26 - 30 July 2027	Online / Live	Online / Live	**€1,625**
5 - 9 July 2027	Online / Live	Online / Live	**€1,625**
12 - 16 July 2027	Online / Live	Online / Live	**€1,625**
19 - 23 July 2027	Online / Live	Online / Live	**€1,625**
2 - 6 August 2027	Online / Live	Online / Live	**€1,625**

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9 - 13 August 2027	Online / Live	Online / Live	**€1,625**
16 - 20 August 2027	Online / Live	Online / Live	**€1,625**
23 - 27 August 2027	Online / Live	Online / Live	**€1,625**
6 - 10 September 2027	Online / Live	Online / Live	**€1,625**
13 - 17 September 2027	Online / Live	Online / Live	**€1,625**
20 - 24 September 2027	Online / Live	Online / Live	**€1,625**
18 - 22 October 2027	Online / Live	Online / Live	**€1,625**
25 - 29 October 2027	Online / Live	Online / Live	**€1,625**
4 - 8 October 2027	Online / Live	Online / Live	**€1,625**
11 - 15 October 2027	Online / Live	Online / Live	**€1,625**

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22 - 26 November 2027	Online / Live	Online / Live	**€1,625**
1 - 5 November 2027	Online / Live	Online / Live	**€1,625**
8 - 12 November 2027	Online / Live	Online / Live	**€1,625**
15 - 19 November 2027	Online / Live	Online / Live	**€1,625**
6 - 10 December 2027	Online / Live	Online / Live	**€1,625**
13 - 17 December 2027	Online / Live	Online / Live	**€1,625**
20 - 24 December 2027	Online / Live	Online / Live	**€1,625**
27 - 31 December 2027	Online / Live	Online / Live	**€1,625**